



OFFICE SERVICES SUPERVISOR, FOOTHILL COLLEGE

SALARY GRADE: [C4-57](#)

DEFINITION:

Under the direction of an assigned supervisor, plan, organize, and direct the day-to-day office operations of the Office Services area, including the Print Shop, Mailroom, Switchboard and Administrative copiers.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Supervise Office Services area, which includes the Print Shop, Mailroom, Switchboard, and office equipment.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Provide administrative support to the Vice President of Educational Resources and Instruction; schedule meetings.
9. Supervise student travel office; distribute and receive student travel forms; train staff on student travel procedures; ensure proper forms are filled out; follow-up with staff on missing or incomplete forms; collaborate with Risk management on student travel procedural improvements.
10. Coordinate campus key distribution; maintain campus key cabinet, master keys, employee key cards, and request forms; work with District locksmiths to resolve key problems and requests for re-keying, and to maintain security of keys and access to keys.
11. Audit WSCH numbers for Open Enrollment and Positive Attendance course.
12. Research and recommend new equipment purchases; negotiate with equipment vendors on equipment needs, pricing, and maintenance contracts, troubleshoot and repair Office Services equipment; arrange for service as necessary; and train staff on equipment use.
13. Maintain proper supply level for Office Services equipment; maintain and create new user accounts for Office Services copiers, postal machine, and other equipment.

14. Coordinate with the US Post Office on mail delivery times and services; monitor and track postage usage; analyze post trends; advise on appropriate and most economical mailing methods; coordinate mailbox updates for staff and programs.
15. Monitor budgets; process charge backs for Office Services copiers, postage machine, and Print Shop; maintain funds and process check requests or general post account, business reply account, and bulk mail accounts.
16. Provide staff with technical assistance and training on phone and voice mail systems.
17. Update phone directory database in switchboard console.
18. Process and check timesheets for accuracy for Office Services and Educational Resources staff.
19. Respond to and address issues/complaints/suggestions regarding the Office Services area.
20. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. District organization, operations, policies and objectives.
2. Principles of training and providing work direction.
3. Modern office practices, procedures, and equipment.
4. Operation of a computer and other office equipment.
5. Oral and written communication skills.
6. Financial and statistical record-keeping techniques.
7. Interpersonal skills using tact, patience, and courtesy.
8. Concepts of customer and student service.
9. Postal regulations and procedures.
10. Printing equipment and procedures.
11. Switchboard equipment and procedures.
12. Correct English usage – grammar, spelling, punctuation, and vocabulary.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Oversee the day-to-day operations of the Office Services area.
3. Train, supervise and evaluate personnel.
4. Meet schedules and time lines.
5. Communicate effectively both orally and in writing.
6. Establish and maintain cooperative and effective working relationships with others.
7. Maintain records and prepare reports.
8. Work independently with little direction.
9. Operate a computer and assigned office equipment.

Education and Experience

Any combination equivalent to:

1. Associate's degree in a related field.
2. Five (5) years related work experience.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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